

Examination of the accounts for the period 1-Jul-00 to 30-Jun-01 (CHRA0602, 10-Feb-02)

The format of this document is based on that of the accounts summary for the year. Each service charge figure is split - as prescribed in the RICS Residential Management Code - thus:

- (a) no demand for payment received within the period;
- (b) demand for payment made within the period but no payment made;
- (c) demand for payment received within the period and payment made.

Each service charge item is also split into its constituent charges and we have added comments where appropriate.

	(a)	(b)	(c)	Total
Insurance			3,350.11	3,350.11
Invoice from Haywards Insurance Services Ltd dated 5 Mar 01 covering period 1 Mar 01 to 1 Mar 02. Evidence of payment missing.	3,373.67			
Total	3,373.67			-23.56

Electricity		295.64	865.20	1,160.84
Bill dated 4 Oct 00 (estimated reading)	245.10			
Bill dated 27 Dec 00 (estimated reading)	293.78			
Bill dated 22 Mar 01 (estimated reading)	326.32			
Bill dated 26 Jun 01 (estimated reading)	295.64			
Total (excluding 26 June 1998 bill)	1,160.84			0.00

Cleaning		175.00	1,925.00	2,100.00
12 x monthly bills of 175.00	2,100.00			
Total	2,100.00			0.00

Lift Repairs/Maintenance. Lots of issues (in addition to those already raised in comments on 98/99 accounts): What was the cause of the flood? Were the effects of the flood worse due to an absense of maintenance? Why was additional post-flood work necessary? Why were out-of-hours repairs necessary? Travel costs are expensive (just over £500) - could we not use a local contractor instead? We may need expert advice on these issues.		151.28	3,113.52	3,264.80
Bill dated 17 Jul 00 for lift maintenance for 1 Sep 00 - 31 Aug 01 from Accord. Marked as received on 7 Sep 00, paid on 27 Oct 00.	373.65			
Bill dated 6 Sep 00 from Accord. Marked as received on 14 Sep 00, paid on 27 Oct 00. Attend 'out of order' lift on 29 Aug 00. Lift car gate slightly open between floors. Out of hours work: travel - 1 hr @ £56 = VAT; labour - 1 hr @ £75 + VAT.	153.93			
Bill dated 12 Sep 00 from Accord. Marked as received on 29 Sep 00 and paid on 29 Nov 00. Attend to 'out of order' lift on Sat 2 Sep 00. Blown fuse. Travel - 1 hr @ £56 + VAT; Labour - 1 hr @ £75 + VAT.	153.93			
Bill dated 27 Sep 00 from Accord. Attend 'out of order' lift on Sunday 17 Sep 00. Flooded lift pit, about 3ft deep. Engaged plumber to drain on following Monday using powered pump. Where did the water come from?	525.23			
Bill dated 19 Oct 00 from Response. Plumber's bill for draining flooded lift pit.	195.79			

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	(a)	(b)	(c)	Total
Bill dated 7 Nov 00 from Accord. Attend 'out of order' lift on evening of Mon 30 Oct 00. 2nd floor landing gate interlock broken. Travel on 30 Oct - 1 hr @ £56 + VAT; labour on 30 Oct - 1 hr @ £75 + VAT; travel on 1 Nov - 1 hr @ £37.5 + VAT; labour on 1 Nov - 1 hr @ £49.5 + VAT; materials £91.15 + VAT.	363.25			
Bill dated 21 Nov 00 from Accord. Attend 'out of order' lift on Mon 6 Nov 00. Lift not accepting 'up call' to 1st floor. Fixed 1st floor direction + stopping switch. Travel - 1 hr @ £ 37.5 + VAT; Labour - 1.5 hrs @ £49.50 + VAT.	131.31			
Bill dated 29 Nov 00 from Accord. Stand by on Mon 20 Nov for contractor (from Response) to pump out lift pit. 3 hrs @ £49.5 + VAT.	174.49			
Bill dated 8 Dec 00 from Accord. Attend lift breakdown on Mon 13 Nov 00 (lift stopping intermittently between floors; necessary to keep button depressed. Flexing damaged by water ingresses into lift pit. Travel - 1 hr @ £37.5 + VAT; Labour - 1.5 hrs @ £49.50.	131.31			
Bill dated 12 Dec 00 from Accord. Supply and fit trailing flexes per order. No date for work.	789.60			
Bill dated 22 May 01 from Accord. Attend to 'out of order' lift on Thurs 10 May 01. Blown fuse. 2hrs work @ £51.5/hr + VAT.	121.03			
Bill dated 4 Jun 01 from Accord. Attend to 'out of order' lift on Mon 14 May. Due to recent flooding, corrosion had occurred to stopping limit switch at bottom of lift well. Strip switch clean and reassemble. 2.5 hrs work at £51.5/hr.	151.28			
Total	3,264.80			0.00

Entryphone Hire			813.96	813.96
Bill dated 4 Dec 00 to cover period 1 Jan 01 to 31 Dec 01. Includes 3.1% cost of living increase.	813.96			
Total	813.96			0.00

Minor Repairs		88.13	1,062.56	1,150.69
Invoice dated 19 Jul 00 from 1st Swift for work to unblock toilet and bath (4" soil stack) at flat 7. Labour - 2.5 hrs @ £35/0.5hr + VAT; Plant hire - 2.5 hrs @ £45/0.5hr + VAT; chemicals - £30 + VAT. Why is this not the responsibility of the Flat owner? Seems extortionate.	505.25			
Invoice dated 21 Aug 00 from PMI construction. Plumbing investigation to establish cause of leak affecting flats 10 and 18. What was the result?	64.63			
Invoice dated 5 Sep 00 from PMI Construction. Temporary repairs to decaying window at Flat 8.	99.88			
Invoice dated 30 Nov 00 from Response. Pump water from lift shaft. Doesn't this bill belong to lift repairs (along with other Response bill to remove water)?	203.86			
Invoice dated 9 Jan 01 from PMI Construction. Fix dislodged flashing and apply mastic at Flat 19.	129.25			
Invoice dated 30 Apr 01 from J E Barnes. Repair wiring + replace bulbs outside flats 2 & 3 on 5 Apr 01.	59.69			

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	(a)	(b)	(c)	Total
Invoice dated 30 Jun 01 from PMI Construction. Temporary repairs to main roof. Reference to Flat 29.	88.13			
Total	1,150.69			0.00
Insurance claims - presumably these are for attempted claims which failed and have therefore been added to the service charge account?			600.00	600.00
Invoice dated 28 Dec 00 from Alex Ukeni for completion of flood damage repairs to bathroom ceiling of Flat 18. What was the cause of the flood?	600.00			
Total	600.00			0.00
Management Fee	4,459.13			4,459.13
What management? Evidence of payment missing.				
Total	0.00			4,459.13
Accountant's Fee	280.00			280.00
Evidence of payment missing. Have also requested copy of audit instruction. We reserve judgment, pending answers to questions on the summary - particularly those relating to lift repairs, minor repairs and the insurance claim, on whether the accountant has done his job.				
Total	0.00			280.00

Total	12,463.96	17,179.53
Discrepancy	4,715.57	